



Job title	Outbound Call Center Representative
Reports to	Sales Manager
Employer	GMG Pen
Headquarters	Lakewood, NJ
Position Location	Lakewood, NJ
Submit to	<a href="mailto:dawn@ultrapens.com">dawn@ultrapens.com</a>
PPAI #	313899

## Customer Care Representative

GMG Pen – Lakewood, NJ

### *Do you like being part of an energetic team?*

We are looking for 3 Full Time Outbound Call Center Representatives that will be the liaison between our company and its current and potential customers. The successful candidate will be able to accept ownership for effectively keeping our customer satisfaction at the core of every decision and behavior.

The Customer Care Representative position provides professional, quality, and "best in class" service for existing or prospective customers. This position will involve work activities in many capacities including, but not limited to: outbound and inbound phone calls, email, data entry, and social media.

- Proficient with various software applications including Microsoft Word, Excel, PowerPoint, and Outlook and internet navigation.
- Excellent written and verbal communication skills.
- Must also possess strong interpersonal and oral communication skills, and strong organizational skills with excellent attention to detail.
- Must be highly self-motivated with the ability to prioritize and execute tasks and comfort in working in a fast paced environment.
- Must also have the ability to work in a team environment and be a team player.
- Identifies potential sales opportunities with customers regarding their product needs, or up selling related products.
- Takes the initiative to learn and obtain product knowledge.

### **Responsibilities**

- Manage large amounts of outbound calls in a timely manner
- Seize opportunities to upsell products when they arise
- Build sustainable relationships and engage customers by going the extra mile
- Keep records of all conversations in our call center CRM database

### **Requirements**

- Strong phone and verbal communication skills along with active listening
- Ability to multi-task, set priorities and manage time effectively

**New Graduates are encouraged to apply!**